



Storrs Center Ambassador Position Description (revised 10/20/15)

Identifying Data:

- Title: Storrs Center Ambassador
- Type: Part Time, non-exempt, not to exceed 19 hours per week
- Employer: Town of Mansfield
- Reports to: Transportation Coordinator, Mansfield Downtown Partnership

General Description/Definition of Work:

Under the general supervision of the Transportation Coordinator, the Storrs Center Ambassador will strive to maintain a clean, safe and positive environment within the Town's Nash-Zimmer Transportation Center for our travelers and guests. Lifting / manipulating various equipment and computer skills required. This is an entry-level, hourly position.

Essential Job Functions/Typical Tasks:

- Provide travel information to visitors as directed.
- Support Transportation Center marketing, customer service and program services.
- Enforce all Transportation Center policies consistently and without exception.
- Perform administrative duties as needed.
- Provide exceptional customer service.
- Provide opening and closing duties as necessary.
- Maintain communication with Transportation Coordinator; report any faulty equipment or incidents involving staff, guests, outside parties and members.
- General Storrs Center cleanliness including daily trash pick-up and light cleaning.
- Provide planning, logistical and setup support for special events.

Knowledge, Skills and Abilities:

- Basic working knowledge of computers and touch-screen systems (training will be provided).
- Possess strong verbal communication skills and demonstrate a desire and ability to work with individuals of various ages, ethnicity, social and economic backgrounds.
- Remain current and knowledgeable about the Nash-Zimmer Transportation Center, Town of Mansfield, and Mansfield Downtown Partnership policies, events and programs.
- Comply with professional dress code as determined by the Transportation Coordinator.

Experience and Special Requirements:

- Must be at least 18 years of age.
- Must be available 10-12 hours per week with flexibility to work occasional additional hours. Center hours are Monday - Friday, 8am – 5pm.
- Customer service experience a plus.
- Able to lift twenty (20) pounds, bend and be on feet for extended periods of time.
- Able to walk route through downtown to pick up trash.

To apply online, go to www.mansfieldct.gov and click on “Job & Volunteer Opportunities.”

If you have questions, please contact Dee Goodrich, Transportation Coordinator, at goodrichd@mansfieldct.org or 860-429-2740.